

Important tips

- Ô Take your Medicaid card with you to all medical appointments and drug stores. Show it to the person at the front desk. You must do this for Medicaid to pay the bill.
- Ô As a member of Montana Medicaid, you can get free medical advice 24 hours a day, 7 days a week. Just call the Nurse First Advice Line toll-free at 1-800-330-7847 any time you are sick, hurt, or just don't feel good. The nurses are always there to help you.
- Ô Do not use the emergency room if it is not an emergency, or Medicaid may not pay. If you need help deciding if you need emergency care, call the Nurse First Advice Line.
- Ô You may get some services without checking with your PASSPORT PCP, like mental health services, pregnancy services, family planning services (like birth control), and immunizations (shots). See your PASSPORT handbook for a complete list.
- Ô Adults age 21 and older (except pregnant women and those in nursing homes) are responsible for paying cost shares for most

IMPORTANT RESOURCES:

Montana Medicaid Help Line
PASSPORT To Health Program
1-800-362-8312

Montana Medicaid Web Site:
www.mtmedicaid.org

Mental Health
(General information)
1-888-866-0328

Nurse First Advice Line
1-800-330-7847

Social Security
1-800-772-1213

Children's Health Insurance Plan (CHIP)
1-877-543-7669

Transportation
(Prior authorization)
1-800-292-7114

PASSPORT To Health is dedicated to managing the delivery of health care to Montana Medicaid clients in order to improve or maintain access and quality while minimizing the use of health care resources.

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JOHN REDDY

Getting Started With Your Medicaid Health Services

PASSPORT
To Health



Welcome to PASSPORT!

PASSPORT To Health is Montana Medicaid's managed care program. In the PASSPORT program, you have one provider who manages your health care. This is known as a "medical home." Your provider will help you stay healthy. When you are sick or hurt, your provider will help you get better.

To get started:

Choose a doctor, nurse practitioner, physician assistant, or medical clinic to be your primary care provider (PCP). The enclosed letter tells you how to enroll with a PASSPORT provider.

You must choose a PASSPORT PCP for each family member. If you do not choose a PCP, one will be chosen for you. Make sure the choice is yours!

Welcome to PASSPORT!

To choose a PASSPORT provider:

1. If you want the provider you see now to be your PCP, look for her on the enclosed list of PASSPORT providers. If she is not on the list, ask her to join PASSPORT.
2. You can choose a provider *anywhere in the state*, but we have included a list of providers in your area.
3. You may choose the same provider for each family member, or you may pick a different provider for some family members. Choose the provider who is right for each person.
4. Call the Montana Medicaid Help Line at 1-800-362-8312 if you have questions or want to sign up over the phone. You can also fill out the enrollment form, seal it, and drop it in the mail. You do not need a stamp.

Your PASSPORT PCP will:

- Ô Take care of your health care needs;
- Ô Refer you to other providers or specialists when needed;
- Ô Keep your medical records up-to-date and in one place; and
- Ô Give you directions on how to get emergency care 24 hours a day, 7 days a week.

Questions?

- Ô Do you know how to choose a provider who's right for you?
- Ô Do you need help enrolling with a provider?
- Ô Do you have questions about what Medicaid covers?

Call the
Montana Medicaid Help Line at
1-800-362-8312
Monday through Friday,
8:00 a.m. to 5:00 p.m.
We're here to help!

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